

**Illinois Commerce Commission  
Part 731 Rulemaking  
Proposed List of Wholesale  
Service Measures**

A = Allegiance    C = Citizens    M = McLeodUSA    P = PrimeCo  
S = SBC/Ameritech    V = Verizon    W = WorldCom

#	Proposed Measure	Firms Proposing					
<b>Pre-Ordering/Ordering</b>							
1.	Average Response Time For OSS Pre-Order Interfaces	A				S	
2.	Accuracy of Actual Loop Makeup Information (DSL also)	A					W
3.	Loop Makeup Response Time (Manual and Electronic)	A					
4.	Percent Responses Received Within "X" Seconds – OSS Interfaces	A					
5.	OSS Interface Availability	A					W
6.	Average Interface Outage Notification						W
7.	Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours	A			P		W
8.	Mean Time to Return Manual Rejects that are Received via an Electronic Interface	A					W
9.	Percent Mechanized Rejects Returned Within One Hour of Receipt of Reject Order						W
10.	Percent Rejects	A					W
11.	Average Time to Return Mechanized Completions						W
12.	Mechanized Provisioning Accuracy	A					
13.	Order Process Percent Flow Through	A					W
14.	Order Acknowledgment/Confirmation	A					

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	Timeliness and Completeness							
15.	Reject Timeliness	A						
16.	Percent Rejected	A						
17.	Firm Order Confirmation Timeliness	A			P	S		W
18.	Speed of Answer – Ordering Center	A				S		W
19.	Firm Order Confirmation and Reject Response Completeness	A			P			
20.	Speed of Answer – Billing Office			M			V	W
21.	Speed of Answer – Operator and Directory					S	V	
<b>Billing</b>								
22.	Billing Accuracy	A						W
23.	Percent of Usage Records Transmitted Correctly	A						
24.	Percent of Accurate and Complete Formatted Mechanized Bills Via EDI, BDT, or CABS							W
25.	Billing Completeness	A						W
26.	Billing Timeliness (wholesale Bill)	A						
27.	Daily Usage Feed Timeliness	A						
<b>Provisioning</b>								
28.	Average/Mean Installation Interval (Offered and Completed)	A		M				W
29.	Installations Completed Within “X” Days (Resale and UNE)	A	C	M		S	V	W

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30.	Percent LEC Caused Missed Due Dates	A		M	P	S		W
31.	Percent Trouble Reports within 30 Days of Installation	A		M		S	V	W
32.	Missed Appointments/Commitments	A		M				W
33.	Installation Quality	A						
34.	Average Delay Days on Missed Installation Orders							W
35.	Jeopardy Notice/Reports (Intervals and Percentage of Orders Given Jeopardy Notices)	A						W
36.	Percent Installations Completed With Customer Requested Due Date			M				W
37.	Percent LEC Caused Missed Due Dates Due to Lack of Facilities			M				W
38.	Average Delayed Days For Missed Due Dates Due to Lack of Facilities			M				
39.	Average Delayed Days For Due Dates Due to Lack of Facilities			M				
<b>Hot Cut Performance</b>								
40.	Premature Disconnects (Coordinated Cutovers)	A						
41.	CHC/FDT LNP with Loop Provisioning Interval	A						
42.	LEC Caused Delayed Coordinated Cutovers	A						
43.	Provisioning Trouble Reports	A						

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44.	Mean Time to Restore	A						
<b>Local Number Portability</b>								
45.	LNP Due Dates	A						
46.	Number of FOCs Returned Within "X" Hours	A						
47.	Average Time to Return FOC	A						
48.	Percentage Pre-mature Disconnects for LNP Orders	A						
49.	Percentage Trouble LNP (I-Reports) in 30 Days	A						
50.	LEC Missed Due Dates	A						
51.	Time of Out of Service for LNP Conversions	A						
52.	Number Out of Service < 60 minutes	A						
53.	Percent NXXs Loaded and Tested Prior to Effective Date			M				
<b>E 911</b>								
54.	Timeliness (clear errors, update database)	A						
55.	Accuracy	A						
<b>Maintenance</b>								
56.	Trouble Report Rate	A		M	P	S	V	W
57.	Missed Repair Appointments/Commitments	A		M		S		W
58.	Mean Time to Repair (aka, "Receipt to Clear")	A		M	P			W
59.	Percent Out of Service > 24 Hours (Resale and UNE)	A	C	M		S	V	W

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60.	Repeat Trouble Reports	A		M	P	S	V	W
61.	Average Answer Time – Repair Centers	A		M		S	V	
<b>Network/Trunk Groups</b>								
62.	Percentage of Trunk Blockage (Call Blockage)	A		M		S	V	
63.	Percentage of Trunk Blockage (Trunk Groups)	A						
64.	Common Transport Trunk Blockage	A						
65.	Distribution Of Common Transport Trunk Groups > 2%	A						
66.	Percentage Missed Due Dates – Interconnection Trunks	A						
67.	Delay Days For Missed Due Dates – Interconnection Trunks	A						
68.	LEC Caused Missed Due Dates > 30 Days – Interconnection Trunks	A						
69.	Trunk Restoration Interval – Interconnection Trunks	A						
70.	Trunk Restoration Interval for Service Affecting Trunk Groups	A						
71.	Dial Tone Speed						V	
72.	Analog Loops						V	
73.	Transmission Loss Limit on an Analog Local Loop						V	

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74.	Transmission Loss Limit on an Analog Interoffice Trunk							V	
75.	Transmission Loss Limit on an Analog toll Terminating Trunk							v	
76.	Transmission Loss Limit on a Digital Interoffice Trunk							V	
77.	Loop Current Minimum							V	
78.	Power Influence Maximum							V	
79.	Interconnection Trunk Installation Interval	A							
80.	Collocation Performance (Response Time, Arrangement time and missed due dates)	A							
<b>Special Access</b>									
81.	FOC Receipt								W
82.	FOC Receipt Past Due								W
83.	Offered Versus Requested Due Date								W
84.	On Time Performance to FOC Due Date								W
85.	Days Late								W
86.	Average Intervals – Requested / Offered / Installation								W
87.	Past Due Circuits								W
88.	New Installation Trouble Report Rate								W
89.	Failure Rate								W
90.	Mean Time to Restore								W

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91.	Repeat Trouble Report Rate							W
<b>Other</b>								
92.	Directory Listing Quality			M				
93.	Directory Listing Timeliness			M				
94.	ASR Request Date to In-Service Date				P			
95.	Offered as Compared to Requested Due Dates				P			
96.	On-Time Delivery				P			
97.	Comparative Measure of the Average Requested Interval, Average Offered Interval, and Average Installation Interval				P			
98.	Network Availability				P			
99.	Percent XDSL Capable Loop Orders Requiring Removal of Load Coils and/or Repeaters							W
100	Percent of Updated Completed Into the DA Database Within 72 Hours							W
101	Timeliness of Change Management Notices							W
102	Percent No Access UNE Loops							W